GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:1457
ANSWERED ON:04.03.2016
Complaints received in CBDT
Chaudhary Shri P.P.

Will the Minister of FINANCE be pleased to state:

(a) the number of complaints received by the Central Board of Direct Taxes during the last three years on the issue of problems being faced in filing Income Tax returns;

(b) whether a new digital signature software has been developed to reduce the number of complaints;

(c) if so, the time by which this software is likely to become operational; and

(d) if not, the intention of the Government in this regard and the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(a) The number of complaints received by the Central Board of Direct Taxes during the last three years regarding problems in filing Income Tax returns electronically are as under:

Financial Year	Complaints related to uploading of returns requiring Non-Digital Signature	Complaints related to uploading of returns requiring Digital Signature and other General Queries
2013-14	20,792	8,669
2014-15	10,969	8,631
2015-16(upto 29.02.2016)	17,013	7,023

(b) Yes, a new digital signature software utility was prepared and implemented from 21st January, 2016 to resolve the problems reported by taxpayers in uploading income tax return with digital signature.

(c) The new software utility is already operational from 21st January, 2016.

(d) Not applicable in view of the reply above.